

## Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 1,382  | 1,491    | -7%        |
|               | Admits         | 295    | 726      | -59% ▼     |
|               | Discharges     | 437    | 420      | 4%         |
|               | Service Hours  | 7,681  | 8,117    | -5%        |

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

## Clients by Level of Care

| Program Type         | Level of Care Type | #     | %      |
|----------------------|--------------------|-------|--------|
| <b>Mental Health</b> | Outpatient         | 1,382 | 100.0% |

## Consumer Satisfaction Survey

(Based on 163 FY13 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction        |                      | 94%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 93%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 92%         | 80%    | 92%       |
| ✓ Overall                     |                      | 91%         | 80%    | 91%       |
| ✓ Access                      |                      | 89%         | 80%    | 88%       |
| ✓ Respect                     |                      | 86%         | 80%    | 91%       |
| ● Outcome                     |                      | 78%         | 80%    | 83%       |
| ● Recovery                    |                      | 65%         | 80%    | 79%       |

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 137 | 10% | 16%       |
| 26-34 | 252 | 18% | 23%       |
| 35-44 | 294 | 21% | 20%       |
| 45-54 | 401 | 29% | 24%       |
| 55-64 | 226 | 16% | 14%       |
| 65+   | 72  | 5%  | 4%        |

| Gender | #   | %   | State Avg |
|--------|-----|-----|-----------|
| Female | 782 | 57% | ▲ 40%     |
| Male   | 600 | 43% | ▼ 60%     |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Hisp-Puerto Rican | 747 | 54% | ▲ 12%     |
| Non-Hispanic      | 425 | 31% | ▼ 75%     |
| Hispanic-Other    | 120 | 9%  | 6%        |
| Unknown           | 85  | 6%  | 6%        |
| Hispanic-Mexican  | 3   | 0%  | 0%        |
| Hispanic-Cuban    | 2   | 0%  | 0%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| Other                           | 770 | 56% | ▲ 14%     |
| Black/African American          | 276 | 20% | 17%       |
| White/Caucasian                 | 171 | 12% | ▼ 65%     |
| Unknown                         | 117 | 8%  | 3%        |
| Am. Indian/Native Alaskan       | 18  | 1%  | 1%        |
| Hawaiian/Other Pacific Islander | 16  | 1%  | 0%        |
| Multiple Races                  | 9   | 1%  | 1%        |
| Asian                           | 5   | 0%  | 1%        |

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 1,191  | 1,327    | -10%       |
| Admits         | 245    | 641      | -62% ▼     |
| Discharges     | 379    | 392      | -3%        |
| Service Hours  | 6,430  | 7,074    | -9%        |

## Data Submission Quality

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data          | 86%    | 88%       |
| On-Time Periodic         | Actual | State Avg |
| 6 Month Updates          | 50%    | 54%       |
| Cooccurring              | Actual | State Avg |
| ✓ MH Screen Complete     | 92%    | 71%       |
| ✓ SA Screen Complete     | 92%    | 67%       |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 98%       |
| ✓ Valid Axis V GAF Score | 100%   | 91%       |

## Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully |                    | 55     | 15%      | 50%    | 45%       | -35% ▼         |

## Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Social Support                       |                    | 709    | 59%      | 60%    | 55%       | -1%            |
| ● Improved/Maintained Axis V GAF Score |                    | 806    | 72%      | 75%    | 51%       | -3%            |
| ● Stable Living Situation              |                    | 984    | 82%      | 95%    | 81%       | -13% ▼         |
| ● Employed                             |                    | 104    | 9%       | 30%    | 19%       | -21% ▼         |

## Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 772    | 93%      | 90%    | 87%       | 3%             |

## Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days |                    | 166    | 69%      | 75%    | 67%       | -6%            |

## Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     |     |     |     |     |     |     |     |     |     |     | 100%               |
| Discharges |     |     |     |     |     |     |     |     |     |     |     |     | 100%               |
| Services   |     |     |     |     |     |     |     |     |     |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 198    | 177      | 12% ▲      |
| Admits         | 50     | 85       | -41% ▼     |
| Discharges     | 58     | 28       | 107% ▲     |
| Service Hours  | 1,250  | 1,043    | 20% ▲      |

## Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully |                    | 8      | 14%      | 50%    | 45%       | -36% ▼         |

## Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 145    | 72%      | 60%    | 55%       | 12% ▲          |
| ● Stable Living Situation              |                    | 178    | 89%      | 95%    | 81%       | -6%            |
| ✓ Improved/Maintained Axis V GAF Score |                    | 137    | 76%      | 75%    | 51%       | 1%             |
| ● Employed                             |                    | 16     | 8%       | 30%    | 19%       | -22% ▼         |

## Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 134    | 94%      | 90%    | 87%       | 4%             |

## Service Engagement

| Outpatient                          | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days |                    | 31     | 63%      | 75%    | 67%       | -12% ▼         |

## Data Submission Quality

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data        |        | 89% 88%   |
| On-Time Periodic         | Actual | State Avg |
| ✓ 6 Month Updates        |        | 64% 54%   |
| Cooccurring              | Actual | State Avg |
| ✓ MH Screen Complete     |        | 89% 71%   |
| ✓ SA Screen Complete     |        | 89% 67%   |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis |        | 100% 98%  |
| ✓ Valid Axis V GAF Score |        | 100% 91%  |

## Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions |     |     |     |     |     |     |     |     |     |     |     |     | 92%                |
| Discharges |     |     |     |     |     |     |     |     |     |     |     |     | 100%               |
| Services   |     |     |     |     |     |     |     |     |     |     |     |     | 100%               |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 91 Active Standard Outpatient Programs